

Operations & Support Staff as Coaches and Mentors: *Get involved. Unlock Potential.*

Keywords: coaching, mentoring, teambuilding, networking, leadership

Poster Objectives:

- Reiterating the importance of coaching and mentoring at all levels of an organization.
- Inspiring action (especially managers of organization/support staff personnel) to consider and create opportunities for team members to get involved in coaching and mentoring activities.

Intended audience:

- Support staff, managers, educators, researchers, and others interested in sharing dialogue, teaching, ideas, and energy around coaching & mentoring.

Abstract:

Unfortunately, workshops on coaching and mentoring have traditionally targeted people who manage other people. This has left out many operations and support staff personnel who, quite frankly, may have great capabilities to coach and mentor others. *So how might we create opportunities for someone who serves in a non-managerial role?* This project aims to encourage operations/support staff and managers to explore coaching and mentoring activities to better their business unit and to help individual employees reach their potential.

Launching an Initiative:

You need not start with a comprehensive, formal, structure. You need only interested and willing participants.

Staff Coaching & Mentoring initiatives:

- Encourage a high performance culture by retaining, developing, and appreciating support and operations staff.
- Increase efficiency, effectiveness, and motivation to perform to potential.
- Increase both organizational and career knowledge.
- Enhance professional skills such as communication, teamwork, collaboration, leadership.
- Create networking opportunities (the protégé's exposure and visibility) for further growth and development.

2019 OSU Community Engagement Conference

January 23-25, 2019 – The Ohio Union



Managers can help things get started:

- Send staff members to seminars on mentoring approaches and techniques.
- Provide online resources (TED talks, scholarly journal articles, business journals) on relevant topics such as motivation theory, mission-focus, grit, and other related personal development topics.
- Create a Tool Box of resources: e.g., personal mission development; VIA assessment; EQ review; other personal and professional development tips.

Ideas and Tools for OSU Employees:

1. Talk with your supervisor about how you could become a mentor.
2. Participate in personal and professional development webinars.
3. Take a seminar at the OSU Leadership Center: leadershipcenter.osu.edu
4. View webinars from the National Association of Extension Program and Staff Development Professionals (NAEPSDP) <http://naepsdp.org>
5. Join Chi Epsilon Sigma, OSU Extension's support staff association: <https://extension.osu.edu/about/chi-epsilon-sigma> and/or other staff associations.



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Sources: Inzer & Crawford (2005). *A Review of Formal and Informal Mentoring* - Jnl of Leadership Education Vol 4, Issue 1, 2005
Purdue University "Clerical and Administrative Assistants Mentoring Program" - purdue.edu/provost/about/provostInitiatives/CAAMP
University of Cincinnati "College Staff Mentoring Program" - ucblueash.edu/resources/faculty-staff/staffmentoring

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